Ombudsman Registry Instruction Guide for Ombudsman Coordinators and RCC Warriors and Family Support Specialist

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This Instruction Guide provides procedures required for the CNIC Ombudsman Registry

I. OMBUDSMAN COORDINATOR REGISTRATION

1. To register as a Region, FFSC, or RCC Warrior and Family Support Specialist Coordinator, go to https://www.ombudsmanregistry.org.

2. If you already have an account refer to the Special Note for Logging into the CAC enabled registry for the first time since the conversion on Page 4.

- Click on the Coordinator "Register" link. This will take you to the registration form.

- Complete the registration form. If you are a Reserve RCC Warrior and Family Support Specialist Coordinator click on the "Type" dropdown menu and select "RCC WFSS. "Supporting Installation" will disappear and "RCC" will appear. Select the Navy Region RCC that you are associated with and continue to complete the registration form. Active Duty Region and FFSC Coordinators will select either Regional Coordinator or FFFC Coordinator.

- If an APO/FPO address is applicable, place a check in the block. From the drop down menu select the appropriate APO/FPO.

- Once completed, click on the "Save" button to submit your request for an account. The following screen will appear if submitted successfully. You will be notified by email when your account has been approved.

- Once your account has been approved and notification received, you may return to the registry and login.

NOTE 1: Ombudsman Coordinator accounts will not be approved until a notification has been received by the Site Manager indicating that you have been assigned as either the primary or alternate Ombudsman Coordinator for your FFSC. Regions and RCC Warrior and Family Support Specialists will need confirmation sent by their hiring authority. Confirmation can be sent by email to Ed Roscoe, CNIC HQ, Ombudsman Registry Administrator at ed.roscoe@windstream.net with a copy to Doreen Scott, CNIC HQ, Ombudsman Training Coordinator at doreen.a.scott@gmail.com.

II. REGION, FFSC COORDINATORS, AND RCC WARRIOR AND FAMILY SUPPORT SPECIALIST LOGIN

1. Once you have received notification that your account has been approved, return to the Ombudsman Registry and login using your CAC card. To login, go to https://www.ombudsmanregistry.org.

Special Note for Logging into the CAC enabled registry for the first time since the conversion: If you already had an account in the registry prior to converting to a CAC enabled system you will need to login first using your Common Access Card (CAC). **You must choose your DOD Email CA-32 Certificate when logging into the registry**. Once logged in with your CAC you will be taken to another login screen where you will use your original login ID email address and password you created when you first registered.

2. After this process you will only be required to use your CAC to gain access. The system will aligned your CAC credentials with your account.

3. Once your CAC expires you will need to contact the Ombudsman Registry Administrator by using the Support Case Request feature to request that your account be reset so that it will accept your new CAC certificates. You will receive confirmation once your account has been reset so that you may login using your new CAC.

4. Ombudsman Coordinators and RCC Warrior and Family Support Specialist must have their navy.mil account created before they can register in the Ombudsman Registry.

III. REGISTERING A COMMANDER/COMMAND DESIGNEE

1. If you are contacted to assist a Commander/Command Designee in registering themselves to their command, direct them to the login page of the registry where they can download the Instructions for Commanders/Command Designees located in the lower left hand corner of the page under "Instructions and Procedures". If they still need assistance use the following steps to register them:

- Click on your "My Commands" tab. Type in the UIC/RUIC of their command in the "Search" block.
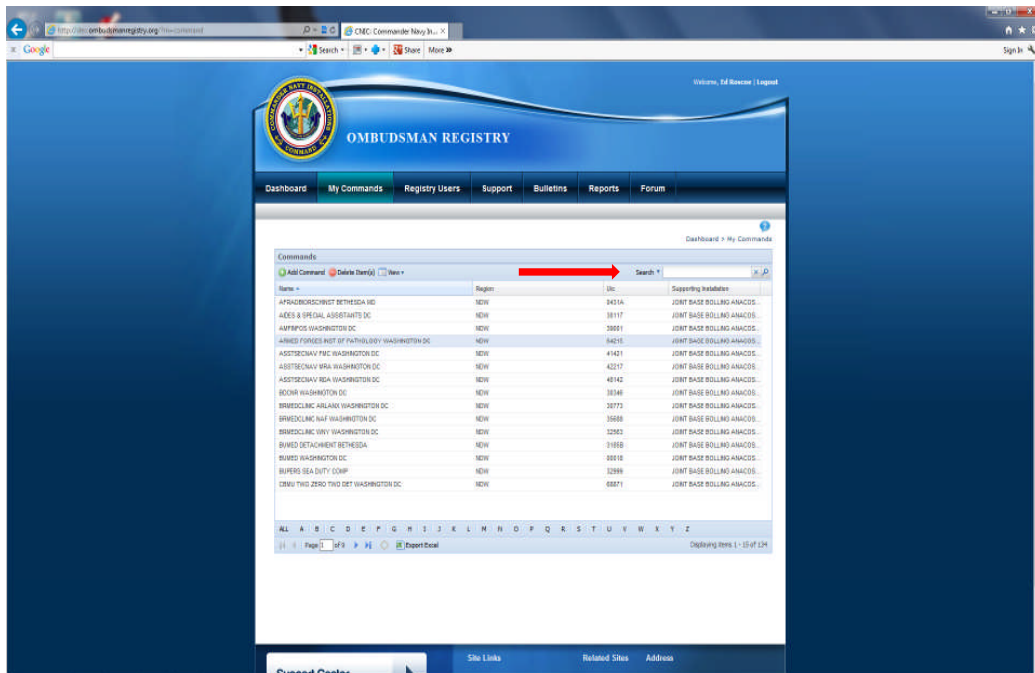
- If the command is in the system, double click on the command to open it

- Click on the green plus sign next to "Commander/Command Designee


- Type in the last name of the Commander/Command Designee you wish to add and a list of Commanders/Command Designees will start appearing in a drop down menu. If the Commander/Command Designee is currently registered their name will appear.

- Double click on his/her name and the system will automatically fill in the first name, email address, and phone number.

- If the Commander/Command Designee's name does not appear, continue filling in the required information (i.e. last name, first name, email address, and phone number) to register them.

- Click on the disk icon in the right margin to save the registration.

- The system will send an email to the Commander/Command Designee indicating that they are registered

- If the Command is not listed in the registry after you have entered the UIC/RUIC in the "Search" block, add the command by clicking on the green "+ Add Command" button.
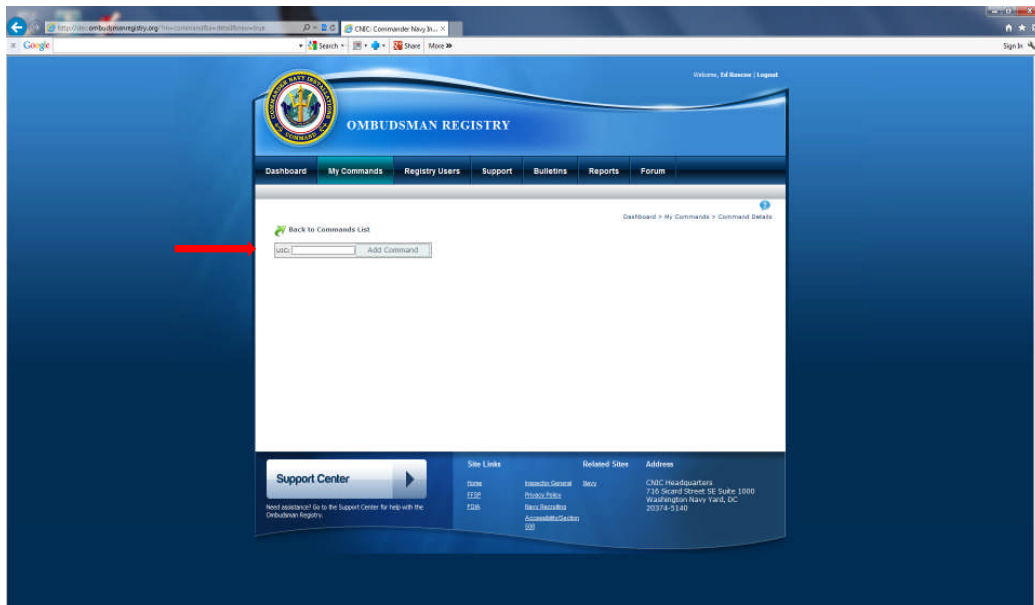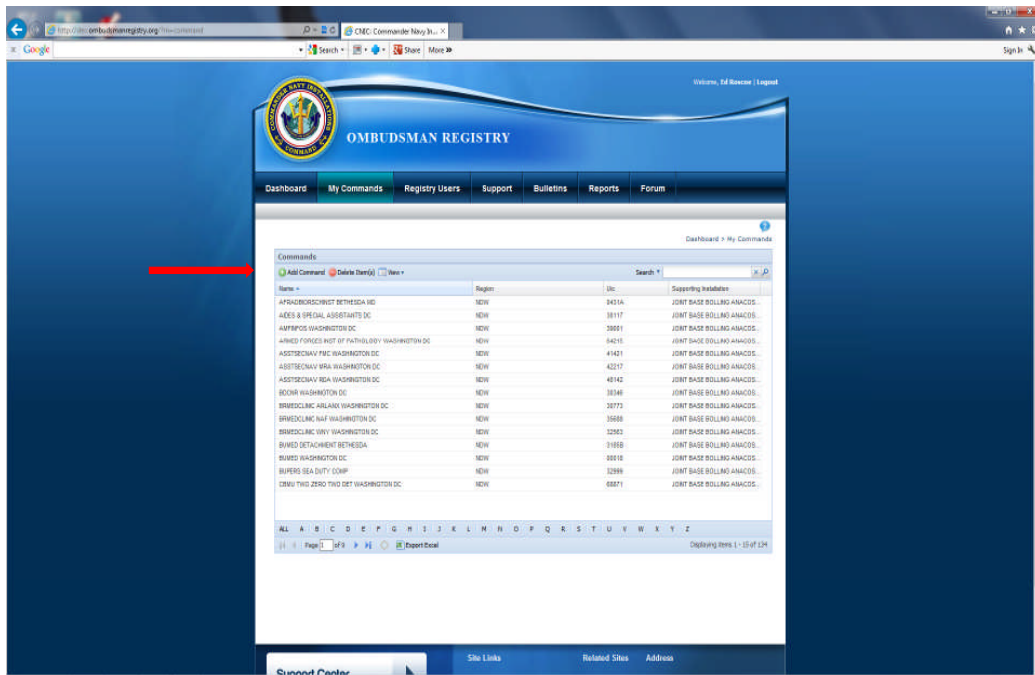
- Type in the UIC/RUIC that you wish to add. A screen will appear indicating "No Commands Found". Fill out the form below to create a new command.

- Fill in the command information and click the "Submit Command" button.

- The command will be verified and approved by the Ombudsman Registry Administrator. This process is typically approved within 24-48 hours of your request.

- The command will show up under your "Commands Pending Approval" list on your dashboard.

- Once the command has been approved you can return to register the Commander/Command Designee and Ombudsman if necessary.

IV. REGISTERING OMBUDSMEN TO A COMMAND

1. Ombudsmen are not able to register themselves or access the Ombudsman Registry now that it has shifted to a CAC enabled website. The only individuals who may register ombudsmen to a command are:

- Commanders/Command Designees

- Fleet and Family Support Center (FFSC) Ombudsman Coordinators

- Reserve Component Command (RCC) Warrior and Family Support Specialists

- Ombudsman Registry Administrators

2. Per OPNAVINST 1750.1G, it is the command's responsibility to ensure that their command, ombudsman/ombudsmen are registered and updated as changes occur, and that worksheet data is submitted per the Ombudsman Registry Instruction Guide for Ombudsmen.

3. There will be times when it is necessary for you as an Ombudsman Coordinator or RCC

Warrior and Family Support Specialist to register an ombudsman. This will assist you in maintaining a current ombudsman roster as required by OPNAVINST 1750.1G. Registering them at the completion of OBT is also a great way to ensure they get registered to their command. Keep in mind you can only register ombudsmen who are actually appointed to a command located on your installation or region if you are a Region Coordinator. If you have ombudsmen who have completed OBT at your site that are located outside of your installation or region, you can forward their information to the FFSC or RCC Warrior and Family Support Specialist Coordinator nearest their location and they can register them. Region Coordinators and RCC Warrior and Family Support Specialists can register ombudsmen to any command within their Region or installation only. Follow the same procedures to register ombudsmen as you did with registering commanders/command designees in section III above.

4. Once registered to their command/commands, and their profile information has been entered, ombudsmen can submit their monthly/quarterly worksheets.

- Active duty Ombudsmen are required to submit monthly worksheets.

- Reserve Ombudsmen are required to submit quarterly worksheets.

- Deadlines for submission of worksheets are as follows:

    o Active Duty ombudsmen will submit their monthly worksheets no later than the 15th of each month following the report month. (i.e. June worksheets will be submitted NLT 15 July)

    o Reserve Ombudsmen will submit their quarterly worksheets no later than the 15th of each month following the end of the quarter. (i.e. January – March worksheets will be submitted NLT 15 April). **See Note 4**

- Worksheets are archived by calendar year for Active Duty and Fiscal Year for Reserve commands, and all worksheets must be submitted NLT 31 Jan of the following year. After 31 Jan no further worksheets can be entered for the previous year (i.e. Dec 2015 (Active Duty) and Oct-Dec 2015 (Reserve) worksheets must be submitted by 31 Jan 2016).

- Reserve submission requirements are listed as follows:

    1st Quarter FY (Oct-Dec) – must be submitted by 15 Jan

    2nd Quarter FY (Jan-Mar) – must be submitted by 15 Apr

    3rd Quarter FY (Apr-Jun) – must be submitted by 15 Jul

    4th Quarter FY (Jul-Sep) – must be submitted by 15 Oct

5. All Monthly/Quarterly worksheets will be submitted using Excel. The templates for both Active Duty and Reserve are located on the login page in the lower left hand corner under "Instructions and Procedures".

6. If ombudsmen do not have Excel they can get the discounted Microsoft Office software for $9.95 by going to http://www.discounts-deals4military.com/2013/10/Military-Discount-

Microsoft-Office.html.

- Follow the instructions. To order they must use a navy.mil address. Ombudsmen can use their military member's navy.mil address, or have their military member place the order for them. Recommend that the military member forward the link to download the Microsoft Office 2016 software to the ombudsman to be installed on their personal computer.

7. Once ombudsmen have created their worksheet from the template downloaded, they will need to save the worksheet with the following document name:

- Save the file name as UIC, Month and Year (Example: 12345MAY2016) for Active Duty.
- Reserve Ombudsmen will save their worksheets with file name as UIC, Quarter, and Year (Example 123452ndQtr2016)
- Ombudsmen must make sure they have the correct UIC or the worksheet will not be populated to the correct command.
- Ombudsmen will email their completed final worksheet to Ombudsman.Registry.fct@navy.mil.
- The Ombudsman Registry Administrator will upload their worksheet to their command.

NOTE: *The registry is set up to identify ombudsmen by email address, therefore, ombudsmen cannot use duplicate email addresses and must have their own unique email address to be registered. If you wish to use the same email address of the outgoing ombudsman for the new incoming ombudsman you will need to send a Support Case Request to the Ombudsman Registry Administrator. The Administrator will completely remove the email address from the registry that will allow you to register your incoming ombudsman. Your Support Case request will be answered once the outgoing ombudsman has been deleted from the registry.*

V. REMOVING COMMANDER/COMMAND DESIGNEES AND OMBUDSMEN FROM THE OMBUDSMAN REGISTRY

1. To remove a Commander/Command Designee from their command:

- Click on the "Registry Users" tab and select the "Commanders" tab. Type in the name of either the Commander/Command Designee you wish to delete from the registry. Once the name appears highlight the name and select the "Delete Item(s)" button.

- A block will appear asking "Do you really want to delete them?"

- Click "Yes" to remove them from the registry database system entirely.

2. To remove an Ombudsman from their command:

- Click on the "Registry Users" tab and select the "Ombudsman" tab. Type in the name of the Ombudsman you wish to remove from the command. Once the name appears double click on it to open the ombudsman's account.

- In the lower left hand corner under "Commands" click on the command that the ombudsman is to be removed from, this will open up the command information page.

- Click on the "Red Circle" next to the ombudsman's name.

- A block will appear asking "Are you sure you want to delete the selected Ombudsman?"

- Click "OK"

- The ombudsman has been removed from the command, but not deleted from the registry. The Ombudsman Registry Administrator will delete the ombudsman from the registry once it has been confirmed that the ombudsman is not a member of the U.S. Navy Ombudsman Program Discussion Group on Facebook.

VI. SUPPORT CASE REQUEST

1. If at any time you have problems or questions regarding the Ombudsman Registry you can contact the Ombudsman Registry Administrator by submitting a support case request. To submit a support case request:
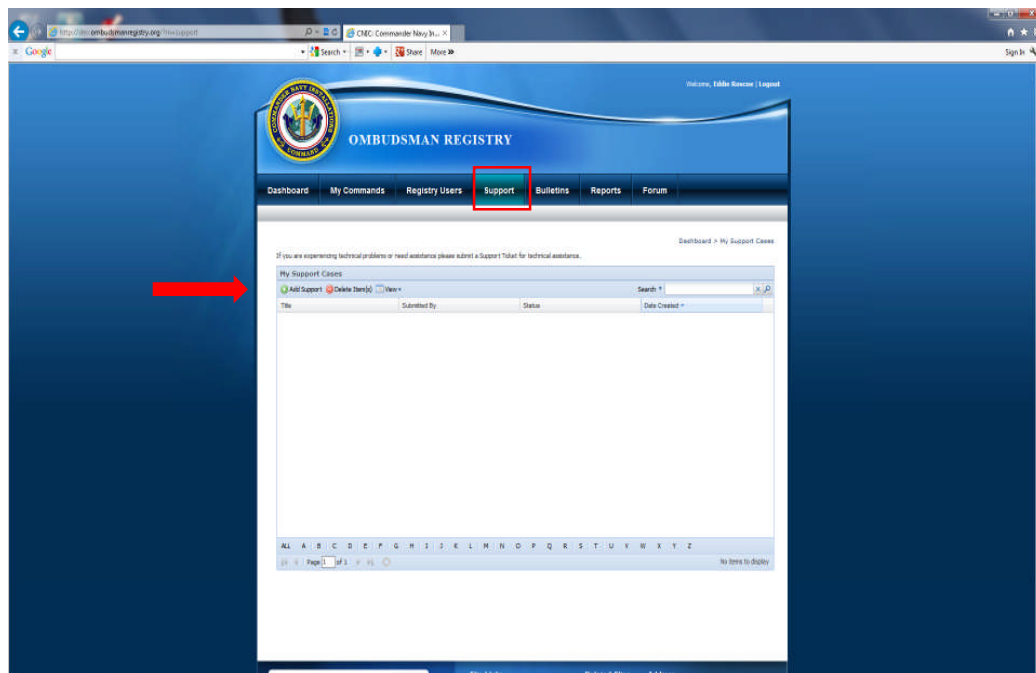

- Click on the "Support" tab located at the top of your "Dashboard"

- Click on the green plus sign to create a support case request.
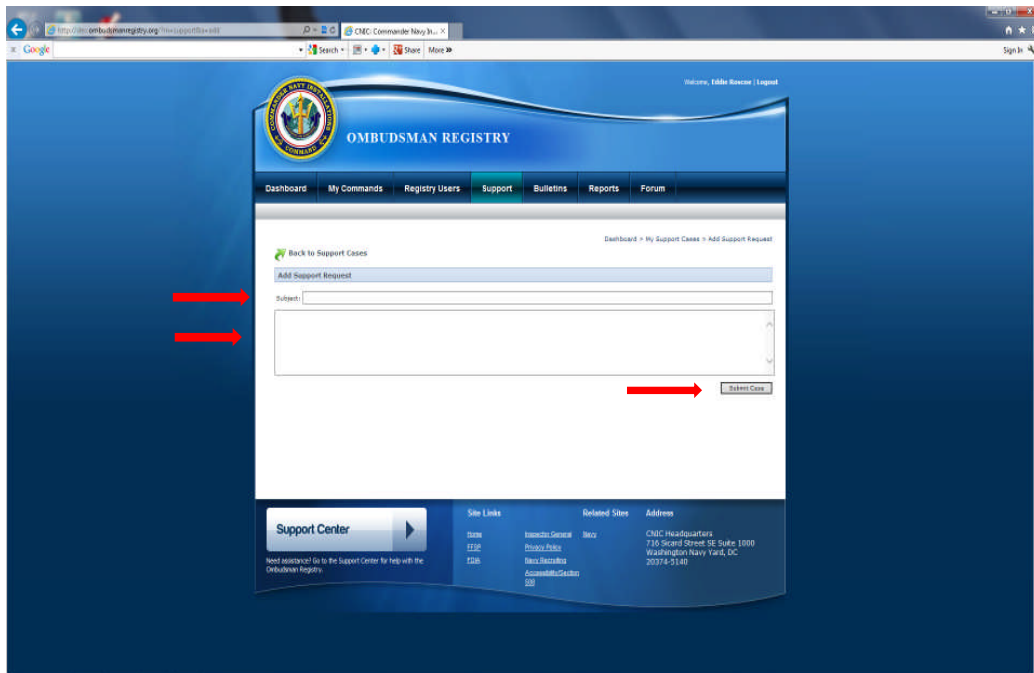
- Fill in the subject and place your comments or questions in the block below the subject. Click on the "Submit Case" button when you are finished. Support Case request are normally responded to within 24-48 hours of submission.

VII. BULLETINS

1. The bulletin system was developed to assist you with staying in touch with all Commander/Command Designees and Ombudsmen within your Region, or installation. With bulletins you can send real time information and resources to your Commanders/Command Designees and ombudsmen about the Navy Family Ombudsman Program to ensure quicker delivery to command families. The bulletin system will allow you to send more than one attachment. However, total attachments cannot exceed 5M. You can send to a group, such as Commanders/Command Designees and Ombudsmen. Region Ombudsman Coordinators can send bulletins to all Coordinators within their Region. You can also select to send the bulletin to just one or two individuals or more if desired. These bulletins cannot be sent to anyone outside your region or installation. To create a bulletin:
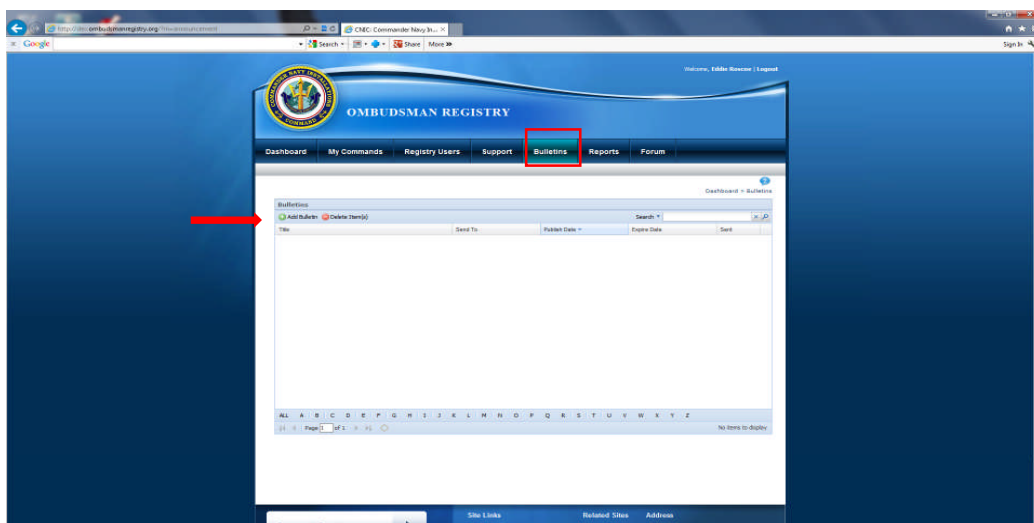
- Click on the Bulletin tab in your dashboard.

- Click on the green + sign next to "Add Bulletin"

- Fill in the "Title" and enter your text in the "Comment" section.

- If you have an attachment, click on the "Add File" link and select the document you desire to send. You can only select one document at a time. Just select the "Add File" link for each additional document.

- If sending to a group, check the block next to the group you are targeting or you can select all to include all groups.

- If you wish to target one or more individuals you can click on the magnifying glass and select the individual or individuals you want to send the bulletin to by clicking on their names.

- Click on the "Publish Date" and the "Expire Date" blocks to select the start and end date of the bulletin. The "Expire Date" is the date that the bulletin will no longer show up on the recipient's dashboard. The system also sends the bulletin out by email to each recipient.

VIII. REPORTS

1. Every FFSC, Region, and RCC Warrior and Family Support Specialists Coordinator has the capability to monitor the commands that are registered to your area of responsibility by going to the reports tab located on your dashboard. These reports will assist you in monitoring personnel registered, developing your master ombudsman roster, and reporting requirements per OPNAVINST 1750.1G and the Certifications Standards for Fleet and Family Support Centers.

- The first feature is called your "Count Report". This gives you the total number of commands that you as an Ombudsman Coordinator have in your region or installation. Each listing can be downloaded into an Excel spreadsheet if desired.

Note: When you download a report to an Excel spreadsheet, all columns will be downloaded regardless of the ones you selected. You can delete the columns that you do not want once you have downloaded to Excel.
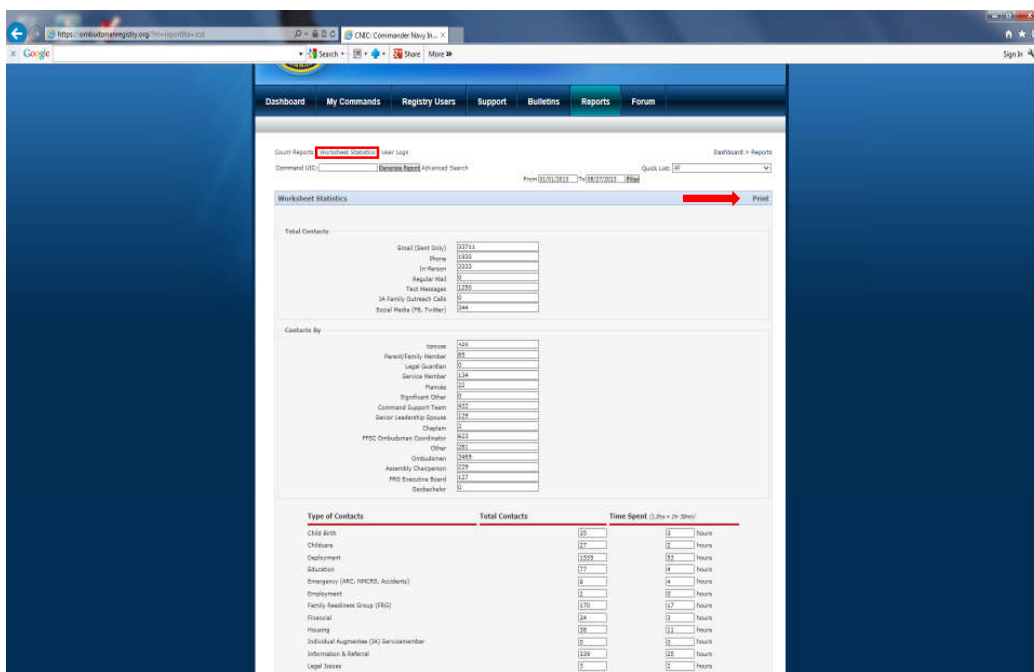
- The second feature is called "Worksheet Statistics". This feature shows you the worksheet totals that your ombudsman/ombudsmen have submitted for any given period of time. The totals you see will be for the current calendar year. If you desire to review numbers for a previous calendar year use the date range feature to pull those numbers. You can also use the date range feature to pull a specific time period

in the current calendar year as well. Here you can request a report for a specific date range and can monitor the number of inquiries and different types of categories that are being reported. This will assist leadership in understanding the current needs of their command family members. You can now print a copy of this worksheet for your files by clicking on the "Print" link.
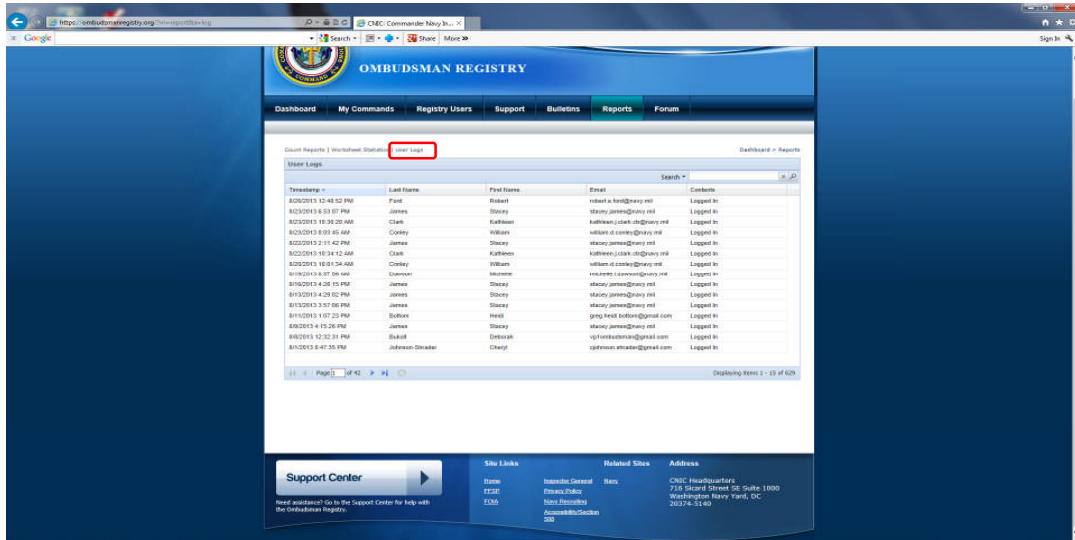
- The last feature is the "User's Log". This will monitor the last time that your Commanders/Command Designees and ombudsman/ombudsmen logged onto the registry.

Note 1: If your command has more than one ombudsman assigned, ensure that you combine all worksheets together and submit only one Ombudsman Monthly Worksheet per command/UIC. (The system will not allow more than one Ombudsman Monthly/Quarterly Worksheet to be entered per command.) Aircraft Carriers may have 5 or more ombudsmen assigned and will combine all five worksheets into one. It is up to the Commander/Command Designee as to which one of the five will submit the worksheet.

Note 2: If a command has more than one ombudsman registered, they must combine all worksheets together and submit only one Ombudsman Monthly Worksheet per command/UIC. Aircraft Carriers may have 5 or more ombudsmen registered and will combine all five worksheets into one. It is up to the Commander/Command Designee as to who will submit the worksheet. It could be someone from the command or one of the 5 ombudsmen.

Note 3: If an active duty ombudsman is registered to more than one UIC/Command, they must complete a separate Ombudsman Monthly Worksheet for each command that they are registered to each month. For example, a Commander and his/her Ombudsman have agreed with another Commander of a smaller command (15 or less active duty service members and families assigned) to share his/her ombudsman. The command must be registered and the ombudsman registered to the command in order for him/her to submit a monthly worksheet for that command.

Note 4: Reserve ombudsmen are only required to submit a quarterly worksheet. Most reserve units are supported by a Navy Operational Support Center (NOSC). These centers vary in size and support from 5 units to 75 or more units each. Unit ombudsmen will submit their own worksheets if registered. If a unit does not have an ombudsman, the NOSC Ombudsman will provide support to the Navy Reserve families of that unit and must be registered to the unit(s) they are supporting. The NOSC Ombudsman will submit the unit(s) worksheets in a combined worksheet for the NOSC.

Note 5: It is highly recommended that you as an Ombudsman Coordinator download the Commanders/Command Designee and the Ombudsman Registry Instructions to use as guidance when assisting them with problems. The ombudsman registry instructions provide details about submitting information into the Ombudsman Monthly/Quarterly worksheet that are not listed in your instructions as a Coordinator. The Commander/Command Designee instructions are different in adding a command that is not listed in the registry.

Note 6: If you need to remove a command from the registry you will need to contact the Ombudsman Registry Administrator using the support case request feature, or by email giving the name of the command, UIC, and reason for the removal. If the command has changed homeports you can change the installation by going to the command and click on the magnifying glass next to the Supporting Installation and selecting the installation that is the new homeport for the command. Once you click on the "Save" button the command will no longer be listed under your AOR. It is recommended that you contact the FFSC Ombudsman Coordinator at the gaining installation to verify that the command has been transferred.

IX. OMBUDMSAN REGISTRY ADMINISTRATORS

1. For assistance with the Ombudsman Monthly/Quarterly Worksheet or registry problems please contact:

Name	Position	Email	Phone #
Mr. Ed Roscoe	Ombudsman Registry Administrator	ed.roscoe@windstream.net	(704) 857-0637
Mrs. Doreen Scott	Ombudsman Training Coordinator	doreen.a.scott@gmail.com	(402) 614-0550
Mrs. Carrie Mast	Ombudsman Program Manager	carrie.mast1@navy.mil	(202) 433-6763

X. RCC WARRIOR AND FAMILY SUPPORT SPECIALISTS

Name	Region	Email	Phone #
Mr. Matthew Davis	RCC Navy Region Southeast JAX	matthew.davis2@navy.mil	(904) 542-3429
Mr. Eric Harris	RCC Navy Region Mid-Atlantic NORVA	eric.t.harris@navy.mil	(757) 444-7295 X 2009
Mr. Edward Cooper	RCC Navy Region Mid-Atlantic GLAKES	edward.cooper@navy.mil	(847) 688-4916 X 205
Ms. Sharon James	RCC Navy Region Southeast FW	sharon.d.james1@navy.mil	(817) 782-1660
Ms. Susan Hare	RCC Navy Region Southwest	susan.hare@navy.mil	(619) 532-4274
Mr. Bailey Richard	RCC Navy Region Northwest	bailey.b.richard@navy.mil	(425) 304-3846